

**Iowa Department of Inspections and Appeals
Health Facilities Division
Citation**

Citation Number: #8029		Date: March 31, 2020		
Facility Name: Thomas Rest Haven		Survey Dates: March 9-18, 2020		
Facility Address/City/State/Zip 217 Main Street Coon Rapids, IA 50058		SB		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date

58.28(3)e, f	<p>481—58.28(135C) Safety. The licensee of a nursing facility shall be responsible for the provision and maintenance of a safe environment for residents and personnel. (III)</p> <p>58.28(3) Resident safety. e. Each resident shall receive adequate supervision to protect against hazards from self, others, or elements in the environment. (I, II, III) f. Residents shall be protected against physical or environmental hazards to themselves. (I, II, III)</p> <p>DESCRIPTION:</p> <p>Based on observations, record review and staff interviews, the facility failed to adequately supervise a resident at high risk for elopement. The resident exited the facility without staff knowledge, which resulted in an immediate jeopardy to the health and safety for 1 of 4 at risk residents reviewed (Resident #8). The facility reported a census of 39 residents.</p> <p>Findings included:</p> <p>A Minimum Data Set (MDS), dated 12/5/19, revealed Resident #8 admitted to the facility on 2/27/19. The MDS identified Resident #8 as independent with transfers and ambulation. The resident did not use an assistive device (walker or</p>	I	\$8,750 (Held in suspension)	UPON RECEIPT
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Facility Administrator

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	<p>cane) to ambulate. Resident #8 had diagnoses that included: Parkinson's disease and dementia. The resident scored 9 out of 15 on the Brief Interview for Mental Status (BIMS) test indicating moderate cognitive impairment. The MDS identified the resident with disorganized thinking and in-attention behaviors on a continuous daily basis. The MDS identified the behavior of pacing daily and wandering that placed the resident at significant risk of getting to a potentially dangerous place (outside). The wandering also intruded on the privacy of others. The MDS identified the wandering behavior as "worse" since the previous assessment. A balance during transitions and walking test revealed the resident as not steady but able to stabilize without staff assistance in all areas of testing other than moving on/off the toilet. The resident had 2 or more falls without injury since the prior assessment. The MDS also revealed Resident #8 wore a wander-guard/elopement device on a daily basis.</p> <p>Resident #8's care plan with problem start date of 3/6/19 identified the resident at risk for falls due to poor technique while ambulating and dementia. The "approach" section of the care plan revealed the resident wandered as a part of his dementia. The care plan directed staff to keep the resident in a safe environment and the resident wore a</p>				
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	<p>wanderguard. The care plan also directed staff to intervene if the resident walks too fast. The care plan also revealed the resident may need a different level of care due to his dementia and instructed staff to explore alternative care options with family. Discuss benefits/option to placement settings, arrange for discharge planning conference when assessment by the care plan team recommended a different level of care and complete an elopement assessment quarterly and as needed. Care plan also stated to continue with wander-guard. There were no revisions in the care plan based on the MDS identifying the resident's wandering behavior as "worse".</p> <p>An elopement risk assessment, dated 12/5/10 identified the resident with a score of "6" (high risk).</p> <p>Observation showed on 3/9/20 at 11:30 AM the resident walk across the living room area very quickly to the front door in an attempt to follow a visitor out. The surveyor then attempted to leave the facility for lunch. Staff at the desk next to the door stopped the resident at the front door and asked the surveyor to wait for a minute so they could get the resident back to the living room area. The resident stood at the desk area holding on to the desk and a CNA (certified nurse aide)</p>			
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	<p>walked the resident to a chair into the living room area.</p> <p>Resident progress notes:</p> <p>11/1/19 at 4:33 p.m., revealed the resident continued to roam throughout facility during the shift and made several unsuccessful attempts to exit out of doors.</p> <p>11/9/19 at 4:57 p.m., revealed the resident roamed the hallways per normal for the resident. The resident exit seeking and unsuccessful at exiting the building.</p> <p>12/10/19 at 5:39 p.m., revealed the resident wandered throughout the facility until mealtime. The resident did not exit seek but continued to go into other resident's rooms, nurses office, and tried to get into the nursing med carts.</p> <p>12/12/19 at 5:01 p.m., revealed the resident wandered the halls and peeked into other resident rooms. The resident attempted to exit via the front door without success.</p> <p>12/19/19 at 10:00 p.m., revealed the resident wandered through the halls as usual. Staff could easily redirect the resident.</p>			
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	<p>12/21/19 at 9:57 p.m., revealed the resident wandered and attempted to exit without success.</p> <p>12/22/19 at 5:48 p.m., revealed the resident wandered and attempted to exit seek without success.</p> <p>An accident/Incident report dated 12/22/19 at 6:45 p.m. completed by Staff Q revealed Staff I (off duty registered nurse) observed the resident in the facility parking lot by the dumpsters while in her car leaving the facility. Staff I pulled back in and got out of her car and brought the resident back into the building. Wanderguard alarm sounding.</p> <p>Review of Resident #8's medical record showed nothing documented regarding the elopement. Resident progress notes did not contain an entry regarding the incident and the record failed to identify staff assessed the resident for injuries or that staff notified the resident's physician or family member.</p> <p>On 3/11/2020 at 9:54 a.m., Staff I Registered Nurse (RN) reported she completed her 6 a.m. to 6 p.m. shift on 12/22/19 and punched out at 6:45 p.m. to go home. She left through the north door and walked across the parking lot to her car. Staff I stated she sat in her car for just a few</p>			
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	<p>minutes to make a quick phone call and then started to back her vehicle out of her parking space. Staff I stated as she backed out of the parking space, she happened to look up and see Resident #8 standing in the parking lot near the dumpsters. Staff I stated she immediately pulled her car back into her parking space, got out of her car and walked over to the resident. Staff I took his hand and walked him back into the building. She stated the alarm sounded at the north exit door and she silenced the alarm once inside. Staff I stated she heard the wander guard alarm sounding on the north door prior to reentering the facility with the resident. Staff I also stated no on-duty staff responded to the alarm that sounded on the north door. Staff I stated she went to the north door herself to silence the wander guard alarm and identified the north door area as the only place staff can silence the alarm. Staff I stated she completed a written statement regarding the incident and placed it under the DON's door on 12/23/19. She never heard anything more about the incident or written statement. Staff I stated she did not document the incident in the record because she was off-duty when it occurred. Staff I commented it was a good thing she happened to be in the parking lot at the time. She stated the resident moves fast and would have been "long gone" had she not been there. Staff I estimated the resident outside</p>			
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	<p>5 to 7 minutes at the most. On 3/30/2020 at 9:38 a.m. Staff I stated the resident wore a long sleeved shirt, jeans and shoes and socks when she observed him outside. The resident didn't say anything about feeling cold. Staff I stated a normal person would have felt cold if they were outside wearing only what the resident wore.</p> <p>On 3/11/20 at 1:00 p.m., the Director of Nursing (DON) revealed that she did not receive Staff I's statement about what occurred on 12/22/20. The DON stated she became DON on 12/12/20 but still shared the office with the previous DON. The previous DON possibly received Staff I's statement. The DON stated she received a call at home from Staff I and then she phoned the Administrator and the previous DON to report staff observed Resident #8 in the parking lot behind the building around 6:45 p.m. in the evening. The DON provided copies of staff statements she received on 3/11/20 (during the survey) regarding Resident # 8 leaving the building unattended on 12/22/19.</p> <p>On 3/11/20 1:24 PM Staff M CNA (certified nurse aide) stated she was in the dining room when she heard the wander guard door alarm go off. She walked to the south door to check it but no alarm sounded at that door. She announced on the walkie that the south door (front door) to the</p>			
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	<p>facility was clear and walked to the nurse station area to try to assist the other staff with figuring out how to silence the alarm since they stood looking at the panel. Shortly after this, Staff I returned into the building with the resident and said the resident was outside. Staff I told us how we needed to check and make sure where the residents were.</p> <p>Staff M's CNA statement revealed she worked the evening of 12/22/20 when Resident #8 left the building. Staff M identified self as in the dining room assisting a resident when she heard an alarm sound. Staff M stated she went to the living room door (South door) and then went to the north door and announced on the walkie-talkie to all staff that the doors were clear. Staff M then went back to the alarms panel and Staff I informed her Resident #8 got out of the facility unattended.</p> <p>Staff R's Licensed Practical Nurse (LPN) statement dated 3/11/20, revealed she worked on 12/22/20 and clocked out and left the facility at 6:15 p.m. Staff R was not present when Resident #8 had left the building unattended.</p> <p>On 3/11/20 at 2:08 p.m., Staff Q LPN (agency nurse) stated she worked the evening of 12/22/19 when the resident left the facility. Staff Q stated</p>			
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	<p>she responded to the alarm by walking to the alarm panel at the nurse's station. She looked at the panel and did not see any door alarm lights on. Staff Q stated she and Staff N Certified Medication Aide (CMA) stood at the alarm panel at the nurse's station looking for door lights on the panel. A few minutes later, Staff I RN walked into the facility through the north doorway with Resident #8 walking with her. Staff Q stated she did not know what the alarm sound meant and, prior to working at the facility, she did not receive any training at the facility on what different types of alarms they used at the facility. Staff Q stated Staff I RN went to the north door at the service entrance and silenced the wander guard alarm. Staff Q stated she called the DON (current DON) at home and updated her on the incident regarding Resident # 8 getting out of the building and observed in the parking lot by Staff I. Staff Q stated that the CNAs working at the facility that evening did not respond to the alarm and did not check the doors either.</p> <p>On 3/11/20 at 6:23 p.m., Staff L CNA revealed she arrived to work at the facility on 12/22/20 at 6:00 p.m. Staff L stated when she heard the alarms sounding, she went from door to door to try to determine what door alarm activated. Staff L stated when she walked towards the center area by the nurse's station, she saw 2 staff</p>			
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	<p>coming back into the building from the north door with Resident #8 walking with them. Staff L stated she did not know if the alarm that activated was a regular door alarm or if it was a wander-guard alarm. Staff L stated she did not receive training to know the difference between the different door alarm sounds at the facility.</p> <p>On 3/12/20 at 10:32 a.m., Staff N CMA (certified medication aide) revealed she worked at the facility on 12/22/19 at 6:45 p.m. when Resident #8 eloped. Staff N stated she just started her shift at 6:30 p.m. and received report and proceeded to conduct narcotic count, when an alarm went off. Staff N stated the alarm was a very loud constant buzzing noise and when she looked at the alarm panel at the nurse's station with Staff Q, they could not determine what door was alarming since the panel did not contain any lights lit up. Staff N stated she just completed her training at the facility and identified the night of the elopement as the first night she worked on her own. She stated she did not receive training to know the difference between the different door alarms the facility had. She stated that while she stood at the panel with Staff Q, Staff I came into the building through the north doorway with Resident #8 walking with her. Staff I stated she assumed Resident #8 followed Staff I out the</p>			
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	<p>north door and that Staff I then brought the resident back into the building.</p> <p>On 3/12/20 at 10:52 a.m., the State of Iowa Climatologist identified the weather conditions in Coon Rapids on 12/22/20 at approximately 6:45 p.m. He identified the temperature as 43 degrees with a wind chill of 35 degrees. The winds were from the SSW at 17 miles per hour. There were low clouds and zero precipitation and visibility was 10 miles.</p> <p>On 3/12/20 at 6:07 p.m. Staff K CNA stated she worked the evening of 12/22/19 when the resident eloped. Staff K stated she heard an alarm sound as she assisted a resident in bathroom. Staff K stated she could not leave that resident, so she could not respond to the alarm right away. Staff K stated after she finished assisting the resident out of the bathroom, she responded to the nurse's station where the alarm sound came from. When Staff K arrived at the nurse's station, she stated all of the staff on duty stood around talking about Resident #8 getting out of the building and Staff I bringing him back into the building.</p> <p>Observation of elopement area : Starting at the alarm panel where Staff Q stood looking at the alarm panel, immediately to the</p>				
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	<p>right of the panel was a short hallway approximately 20 feet long containing 2 doorways on the right side. The short hallway contained a doorway (2nd door on the right), which was just a regular door without any type of an alarm on it. After getting through that door, there was a short hallway approximately 15 feet in length. At the end of that hallway, was the north exit that led outside, from which the resident eloped. This doorway contained the wander-guard alarm key pad. (The keypad to the right) and the regular door alarm is located on the left with keypad for the regular door alarm. Once out the north door is the parking lot area that contains a partially covered, awning like area where the food deliveries, ambulance etc. do pick-ups and deliveries for goods and services and for residents at the facility. Several staff referred to this area as "the service entrance area". This area is all concrete and level. Continuing to walk north towards the garage/shed area (approximately 150 feet), is where there are 3 large dumpsters and where the off duty staff member observed the resident on the night of 12/22/20. The entire parking lot is a paved concrete area. Behind the garage area is the street where the staff member was parked when she saw the resident standing by the dumpsters. To the immediate left of the awning area is a driveway that connects the parking lot and then</p>			
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	<p>100 feet to the side street. The facility generator is also located to the left side next to the driveway area. The posted speed limit is 25 mph. The facility is surrounded on 3 sides by streets and sits on 1 city block. The other ½ of the building is the attached clinic and the assisted living.</p> <p>An undated facility policy titled Elopement Policy revealed the facility strived to prevent elopement of resident's from the facility. The policy defined elopement as when a resident exits the facility undetected and assessed as unsafe to leave the facility unattended. Steps included:</p> <ul style="list-style-type: none"> a. The facility would assess all residents for elopement risk upon admission and quarterly thereafter to determine if they are at risk for elopement. b. The facility would place a wander-guard bracelet (a signaling device that a resident has left the building) on residents determined at risk for elopement. c. Charge nurses are responsible to see that the wander-guard is placed on the resident initially and will document each shift that the bracelet is in place. d. The maintenance department checks and documents daily that all facility door alarms, wander-guard door alarms, and bracelet function of residents function correctly. They will report 			
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	<p>any malfunctions of these systems to the Administrator and the Director of Nursing (DON). e. Signs are posted at each exit to remind families/visitors to not let any residents exit the building without the assistance of a staff member. f. The facility will notify all families on admission and at least yearly to not assist any resident to leave the facility. g. When a door alarm sounds, staff members will immediately check the exit indicated by the indicator lights at the nurse's station. h. Staff will redirect any resident attempting to leave the building if possible and to return to the facility. i. If it is determined that a resident is missing, staff shall follow the missing resident procedure. j. Any resident who elopes will have their care plan re-evaluated by the DON or care plan team members. k. The Quality Improvement Committee will evaluate all elopement investigations and reports for the circumstances surrounding the elopement and for possible changes needed in facility systems and procedures.</p> <p>During an interview with the Administrator on 3/18/20 at 9:50 a.m., he reported he discussed the elopement with the former DON and she informed him Resident #8 exited the facility and</p>			
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	<p>Staff I accompanied the resident throughout the entire incident.</p> <p>FACILITY RESPONSE:</p>			
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50.7(4)	<p>481-50.7(10A,135C) Additional notification. The director or the director’s designee shall be notified within 24 hours, or the next business day, by the most expeditious means available;</p> <p>50.7(4) When a resident elopes from a facility. For the purposes of this subrule, “elopes” means when a resident who has impaired decision-making ability leaves the facility without the knowledge or authorization of staff.</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, staff interviews, and facility policy review, the facility failed to report an incident of elopement to the State agency. A cognitively impaired resident left the facility without staff knowledge for 1 of 4 residents reviewed at risk for elopement at the facility (Resident #8). The facility reported a census of 39 residents.</p> <p>Findings included:</p> <p>A Minimum Data Set (MDS), dated 12/5/19, revealed Resident #8 admitted to the facility on 2/27/19. The MDS identified Resident #8 as independent with transfers and ambulation. The</p>	II	\$500 (Held In Suspension)	Upon receipt
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	<p>resident did not use an assistive device (walker or cane) to ambulate. Resident #8 had diagnoses that included: Parkinson's disease and dementia. The resident scored 9 out of 15 on the Brief Interview for Mental Status (BIMS) test indicating moderate cognitive impairment. The MDS identified the resident with disorganized thinking and in-attention behaviors on a continuous daily basis. The MDS identified the behavior of pacing daily and wandering that placed the resident at significant risk of getting to a potentially dangerous place (outside). The wandering also intruded on the privacy of others. The MDS identified the wandering behavior as "worse" since the previous assessment. A balance during transitions and walking test revealed the resident as not steady but able to stabilize without staff assistance in all areas of testing other than moving on/off the toilet. The resident had 2 or more falls without injury since the prior assessment. The MDS also revealed Resident #8 wore a wander-guard/elopement device on a daily basis.</p> <p>An accident/Incident report dated 12/22/19 at 6:45 p.m. completed by Staff Q revealed Staff I (off duty registered nurse) observed the resident in the facility parking lot by the dumpsters while in her car leaving the facility. Staff I pulled back in and got out of her car and brought the resident</p>			
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Facility Address/City/State/Zip 217 Main Street Coon Rapids, IA 50058		SB			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date	

	<p>back into the building. Wanderguard alarm sounding.</p> <p>Review of Resident #8's medical record showed nothing documented regarding the elopement. Resident progress notes did not contain an entry regarding the incident and the record failed to identify staff assessed the resident for injuries or that staff notified the resident's physician, family member or the State agency.</p> <p>The facility provided a list of abuse and incidents they reported to the State agency. The list did not contain Resident #8's 12/22/19 elopement.</p> <p>An undated facility policy titled Elopement Policy revealed the facility strived to prevent elopement of resident's from the facility. The policy defined elopement as when a resident exited the facility undetected and assessed as unsafe to leave the facility unattended. The policy did not direct staff to notify the State agency of an elopement.</p> <p>During an interview with the Administrator on 3/18/20 at 9:50 a.m, he reported he discussed the elopement with the former DON and she informed him Resident #8 exited the facility and Staff I accompanied the resident throughout the entire incident. The Administrator stated in hind-sight, if he knew the full details of the incident, he would</p>				
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Facility Administrator

Date

If, within thirty (30) days of the receipt of the citation, you (1) do not request a formal hearing or; (2) withdraw your request for formal hearing, and (3) pay the penalty; the assessed penalty will be reduced by thirty-five percent (35%) pursuant to Iowa Code section 135C.43A (2013).

**Iowa Department of Inspections and Appeals
Health Facilities Division
Citation**

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	<p>have reported it to the State agency as required, instead of taking the former DON's word for it.</p> <p>FACILITY RESPONSE:</p>			
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Facility Administrator
Date

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